



Smiles For ChildrenSM

Improving Dental Care Across Virginia

Doral
A DentaQuest Ventures Company

A Program of the Commonwealth of Virginia

MEMBER HANDBOOK

July 1, 2005

Welcome To The Virginia Smiles For Children Dental Program

As a member of the Virginia Medicaid, FAMIS or FAMIS Plus programs, it is important for you to read this Member Handbook about your child's dental coverage and services under the **Smiles For Children** dental program. The information that follows tells you what services are covered by **Smiles For Children**, what your child's rights and responsibilities are under the program, and how and where your child may receive additional information. **Please place the enclosed magnet on your refrigerator for easy reference.**

Please take some time to read these materials and become familiar with the terms of your child's coverage. If you have any questions about your child's coverage, you can reach Member Services at 1-888-912-3456, Monday through Friday, 8:00 AM – 6:00 PM. The TDD number is 800-466-7566. The TTY/TDD line is only for people who have trouble with hearing or speech (your phone must be equipped to use this line). If you need interpretation/translation services, please call 1-888-912-3456. We can provide a translator for you over the phone. Interpretation and translation services are free.

If it is hard for you to read or understand this guide, please call us at 1-888-912-3456 to ask for help.

You can ask for this guide in:

- 1) Larger print
- 2) An alternative format, such as an audio disk
- 3) You can ask for this guide in Spanish.



To ask questions:

- **Call Member Services at 1-888-912-3456, Monday through Friday, 8:00 AM – 6:00 PM**
- **The TTY/TDD line is 800-466-7566 only for people who have trouble with hearing or speech (your phone must be equipped to use this line.)**

Calls to these numbers are free, we'll be glad to help you!

TABLE OF CONTENTS

What is Smiles For Children?

Enrollment

Services Covered by Smiles For Children

How to Find a Dentist

Making Dental Appointments

What to Do in an Emergency

Your Rights and Responsibilities

What if I Have Questions

When and How to File a Complaint or an Appeal

Assurance of Non-Discrimination

Important Phone Numbers

Helpful Dental Tips

What is Smiles For Children?

Smiles For Children is Virginia's new dental program for children on Medicaid, FAMIS, or FAMIS Plus. All of your child's dental services will be provided through the new **Smiles For Children** program. Your child will receive the same dental benefits they have received in the past with easier access to the dental care your child needs. **Smiles For Children** also includes limited adult dental services.

There are no costs for your child's dental care services in the **Smiles For Children** program. **Smiles For Children** is a program provided by the Commonwealth of Virginia's Department of Medical Assistance Services (DMAS) and is run by Doral Dental, USA.

While your child is eligible for the **Smiles For Children** dental plan, you will receive newsletters and other information from time to time. Please read each of them carefully and call us if there is something you do not understand. Often, they will include important facts that will help you take care of your child's teeth. Look for the **Smiles For Children** logo on the mailings.

Enrollment

Once your child has been determined eligible for Medicaid, FAMIS or FAMIS Plus, they are automatically enrolled in the **Smiles For Children** dental program. You do not need to do anything special to enroll them into the program.

There is no special **Smiles For Children** dental card. You may use either your child's Commonwealth of Virginia plastic ID card or MCO member ID card (AMERIGROUP Health Plan, Anthem HealthKeepers Plus, CareNet Southern Health Services, Optima Family Care, Virginia Premier Health Plan or UniCare Health Plan of VA) for all of your child's dental care. **Smiles For Children will only pay for services while your child is eligible.**

REMEMBER, IT IS VERY IMPORTANT to tell your local Department of Social Services right away if you move, change your address or to report any change that affects your child's eligibility. If they do not have a correct address then you will not receive up to date information about your coverage and your child's eligibility will be canceled. If you

move or change your address at any time, contact your local Department of Social Services or the FAMIS CPU right away to protect your child and to continue to receive coverage.

If your child's Medicaid, FAMIS or FAMIS Plus enrollment ends, you will receive a letter saying that your child is no longer covered by the **Smiles For Children** dental plan. The date stated on the letter will be the last day that your child will be covered by **Smiles For Children**. The program will not pay for any dental services that your child receives after the end date on the letter. You will have to pay for any services received after the end date on the letter.

Services Covered by Smiles For Children

There are no costs for your child's covered dental care services in the Smiles For Children program.

Services for Children

Smiles For Children members are covered for all medically necessary dental services, as well as orthodontic (braces) procedures provided by a participating dentist. Dental services include relief of pain and infection, restoration of teeth, and maintenance of dental health. An oral screening may be part of a physical exam your child gets from the doctor, but it does not take the place of the exam by the dentist. Medicaid requires that your child's doctor refer your child to a dentist beginning at age three and sooner if necessary.

Routine exams are visits to the dentist for a dental "check-up". The dentist will look in your child's mouth to see if other dental services are needed, and will check to be sure that your child's teeth, gums and the bones supporting the teeth are healthy. Sometimes, the dentist will clean your child's teeth and take x-rays if needed at the same time as the check-up. Dental check-ups are an important part of your child's overall health, and should be done every six months.

Some of the other services that are available to your child include:

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|------------------------------|---------------------|
| ✓ Fluoride (every 6 months) | ✓ Space maintainers |
| ✓ Sealants | ✓ X-rays |
| ✓ Cleanings (every 6 months) | ✓ Fillings |

- | | |
|-------------------------|-------------------------------|
| ✓ Crowns (some caps) | ✓ Extractions (tooth pulling) |
| ✓ Braces (if qualified) | ✓ Anesthesia |
| ✓ Root Canal Treatments | ✓ Oral Disease Services |

Your child's dentist will tell you whether or not a service is going to be paid by **Smiles For Children** before they treat your child. Participating dentists cannot bill you for services covered under the program, as long as your child remains eligible.

If you receive services from dental providers who are not enrolled in **Smiles For Children**, you will have to pay the bill. You will not receive payments for past medical bills that you have paid. Try to use one dentist for most of your child's dental care, and continue with that dentist unless your child is referred to a specialist.

Adults (members age 21 and over)

Smiles For Children does not pay for dental services for members 21 years of age and older **except** for certain medically necessary oral surgery services when performed by a participating dentist. Examples of medically related covered services for adults include:

- Oral surgery is covered for non-dental surgical or hospital procedures for birth defects (like cleft lip and cleft palate),
- Removal of cysts and tumors not related to the teeth,
- Biopsies for suspected malignancies,
- Repair of traumatic wounds, and
- Extraction of teeth for severe abscesses complicating a medical condition or contributing to poor general health.

Items and services connected with the care, treatment, filling, removal, replacement of teeth, or structures directly supporting the teeth are not covered, except for extraction of teeth prior to radiation therapy.

Most dental services for members 21 years and older must be approved prior to receiving the service or before the payment can be made. Prior authorization, if needed, will be given to your dentist if there is medical necessity. You must have a letter from your medical doctor before you go to the dentist. This letter must tell your dentist why dental treatment is medically needed.

If you need dental services due to one of these conditions, please contact the **Smiles For Children** program at 1-888-912-3456. We can help you find you a dentist who will do an exam and x-rays. The dentist will let you know what steps you need to take to fix the problem and received the care you need. The dentist will be able to tell you if the services that you need are covered.

Other Services

Medical services will continue to be provided by Medicaid/FAMIS or your MCO. Look at your Medical ID Card for the telephone number to call for assistance.

Transportation is available to your child's dental appointments if you have no other means of transportation. If you do not have a car or a family member that can transport you to your child's dental appointment, and you are not enrolled in an MCO, call for assistance toll-free at 1-866-386-8331. If your child is enrolled in an MCO, please contact the MCO directly to get a ride.

You must call 24-48 hours before the appointment to make sure you are able to get a ride. This ride will not cost you anything.

How to Find a Dentist

Smiles For Children has a list of dentists available to treat your child. You should only visit dental providers enrolled in the **Smiles For Children** program. The names of all dentists and dental specialists in the **Smiles For Children** program are available to you in a provider directory that will be mailed to you soon.

For additional information on which dentists or dental specialists you can go to, please contact the **Smiles For Children** program at 1-888-912-3456. We can help you find the closest dentist that participates in the program.

You may also call 1-888-912-3456 or look at our websites at www.doralusa.com or www.dmas.virginia.gov to get help finding a dentist. We will even help you make an appointment with a dentist.

When you call the **Smiles For Children** program, you should have these items ready:

- Pen or Pencil
- Your address including zip code
- Your child's Commonwealth of Virginia blue and white plastic ID Card or
- Your child's MCO member ID card

Tell them that your child is a **Smiles For Children** member. You will receive the names of several dentists in your area. Children under the age of 21 do not have to get a referral from your medical doctor (PCP) to go to a dentist. You will need a verbal or written referral from your general dentist to go to a dental specialist.

Making Dental Appointments

When you call the dentist to make an appointment, you should have these items ready:

- Pen or pencil
- Your child's Commonwealth of Virginia blue and white plastic ID or
- Your child's MCO member ID card
- A calendar

Tell the dentist's office that your child is a **Smiles For Children** member and that you would like to make an appointment to see the dentist. See which dates and times work best for you. Write down your child's appointment date and time on your calendar.

When the date of your child's appointment comes, just go to the dentist's office. It is that easy. If you have been going to a different dentist, please ask the old dentist to send your child's dental records to the new dentist.

If you are not able to keep your child's scheduled appointment, call the dentist office to let them know you will not be coming and to reschedule the appointment.

Show your child's blue and white ID card or your MCO ID card **each time you go to the dentist** so that your dentist can verify your child's current eligibility status. If you do not take the cards, you can be billed.

It is your responsibility to show your child's Identification Card to providers at the time you go for services and to be sure the provider accepts payment from Smiles For Children. Report the loss or theft of your Medicaid Identification Card to the local Department of Social Services, the FAMIS CPU or loss of your MCO card to your Managed Care Organization (MCO) right away.

What to Do in an Emergency

Your child can also see a **Smiles For Children** dentist for emergencies. You should ask your dentist how to contact him or her in an emergency. Your dentist may have a different telephone number to call in an emergency.

If you are away from home during an emergency, take your child to any dentist in the area. If you cannot find a dentist, take your child to the hospital if necessary. Remember to show your child's Member ID Card.

Your Rights and Responsibilities

As a member of the **Smiles For Children** program, your child has the right to:

- ✓ Be treated with respect, dignity, and privacy
- ✓ Receive information about **Smiles For Children** and the services available
- ✓ Be able to choose a dental care provider from the **Smiles For Children** directory
- ✓ Be able to refuse care from a specific dentist
- ✓ Make decisions about your child's dental care
- ✓ File a complaint or appeal about a dental care provider or **Smiles For Children**
- ✓ Have access to your child's dental records
- ✓ Not be discriminated against by the health care provider on the basis of age, sex, race, physical or mental handicap, national origin, ethnicity, religion, sexual

orientation, genetic information, source of payment or type, or degree of illness or condition

- ✓ Have your health information kept private pursuant to state and federal laws
- ✓ Be told of changes in services or if your dentist leaves **Smiles For Children**

As a member of the **Smiles For Children** program you are responsible for:

- ✓ Using the **Smiles For Children** dental program
- ✓ Knowing, understanding, and following the terms and conditions of this handbook
- ✓ Listening to the dentist and following instructions about the care of your child's teeth
- ✓ Making and keeping appointments
- ✓ Canceling appointments and scheduled transportation as early as possible
- ✓ Showing your child's identification card and any other insurance card every time you go to the dentist
- ✓ Making sure you are the only person who uses your identification card and letting your local Department of Social Services or your MCO know if it is lost or stolen
- ✓ Answering questions about your child's health that will help your dentist take care of your child
- ✓ Letting your dentist know if your child has had care in an emergency room within 24 hours or been to another dentist recently
- ✓ Immediately informing your local Department of Social Services or the FAMIS CPU of any of these things:
 1. An address change each and every time you move
 2. A phone number change each and every time you change phone numbers
 3. If you have a new baby or have a family size change
 4. If you (or an immediate family member) lose your job, become employed or have other insurance
 5. A name change

What if I Have Questions

You may call or write to us if you have any questions or comments about the **Smiles For Children** dental program, including:

- The dental services available to your child as a **Smiles For Children** member;
- The rules of the **Smiles For Children** program to get your child's dental care services;
- The Member handbook and other information sent to you.

Call us at 1-888-912-3456 with your questions or comments or email us at www.doralusa.com. We will make every effort to respond to your questions on that phone call. If we cannot completely respond to your questions on the phone, we will call or write you back within 14 business days of your call.

You may visit our websites at www.doralusa.com or www.dmas.virginia.gov for more information about the program.

When and How to File a Complaint (Grievance) or an Appeal

You have the right to file a complaint (grievance) or appeal with the **Smiles For Children** program if:

- You do not agree with the way we interpret this handbook;
- The quality of service does not meet your child's needs;
- You do not agree with our decision not to approve care;
- You are not happy with a provider.

Complaints (Grievances)

Complaints or grievances are when you call or send a letter to tell us you are not happy with a decision Doral has made other than a denial or reduction of services. Some examples of complaints may include: the quality of care or services received, access to dental care services, provider care and treatment, or administrative issues.

If you have a complaint (grievance), you can call us at 1-888-912-3456 or write to us at the address listed below.

Doral Dental USA, LLC
Smiles For Children
Attention: Complaints and Appeals
12121 N. Corporate Parkway
Mequon, WI 53092

Once we receive your complaint (grievance), we will begin to investigate the problem. You will get an answer in no more than 30 working days from the date we received your complaint (grievance).

Appeals

If you disagree with a decision Doral has made to deny a request or bill for dental care services, you or someone on your child's behalf can file an appeal. To file an appeal, or to request assistance with filing an appeal, contact us at 1-888-912-3456. You have 30 days after you receive our decision to deny your request or bill to file an appeal.

To file an appeal you will need to send us a written request that has:

- Your name and your child's name
- Your provider's name
- The date of service
- Your mailing address
- An explanation of why we should change our decision
- A copy of any information that will support your request, such as additional documents, records, or information that is important to your appeal.

A written appeal needs to be mailed to:

Doral Dental USA, LLC
Smiles For Children
Attention: Complaints and Appeals
12121 N. Corporate Parkway
Mequon, WI 53092

A committee will look at your appeal. If your appeal involves a dental health issue, the Committee will include a dental professional who has the right training and experience for making the decision on the dental issue. Doral will respond in writing to your appeal within 30 days from the date it is received, or within 3 days if the condition needs immediate attention.

State of Virginia Fair Hearing Process

You can also request a State Fair Hearing at the same time, after, or instead of appealing to Doral Dental. Your request for a State Fair Hearing should be in writing and sent to:

Appeals Division
Department of Medical Assistance Services
600 E. Broad Street
Richmond, Virginia 23219
(804) 371-8488
Appeal/review requests may also be faxed to:
(804) 371-8491

After you file your request for a State Fair Hearing you will be notified by the Department of Medical Assistance Services of the date, time, and location of the scheduled hearing. Most hearings can be done by telephone. The hearing officer's decision is the final administrative decision rendered by the Department of Medical Assistance Services. However, if you disagree with the hearing officer's decision you may appeal it to your local circuit court.

Assurance of Non-Discrimination

We do not allow unfair treatment in the **Smiles For Children** program. No one is treated a different way because of race, color, birthplace, language, sex, religion, beliefs, age or disability. If you feel you have been treated unfairly because of this, please call 1-888-912-3456.

Important Phone Numbers

Smiles For Children Member Services 1-888-912-3456

Transportation Assistance

- If you are in Fee For Service,
AMERIGROUP, Anthem or UniCare 1-866-386-8331
- If you are in CareNet 1-800-734-0430
- If you are in Optima Family Care 1-877-892-3986
- If you are in Virginia Premier 1-800-727-7536 (Central)
1-800-828-7989 (Tidewater)
1-888-338-4579 (Roanoke)

Managed Care Member Services

- AMERIGROUP Health Plan 1-800-600-4441
- Anthem HealthKeepers Plus 1-800-901-0020
- CareNet Southern Health Services 1-800-279-1878
- Optima Family Care 1-800-881-2166
- Virginia Premier Health Plan 1-888-338-4579
- UNICARE Health Plan of Virginia 1-888-229-3872 (Medicaid)
1-877-423-2647 (FAMIS)

Helpful Dental Tips

- ✓ Practice good dental health habits. Brush twice a day and floss once a day.
- ✓ Take your child to the dentist for a check-up every six months.
- ✓ Good dental care starts before your child's first birthday and continues throughout your child's life.
- ✓ Never allow your child to fall asleep with a bottle of milk, formula, fruit juice, or sweetened drinks.
- ✓ Keep your dental appointments.
- ✓ Limit sweets and sodas.
- ✓ Good dental health is very important to pregnant women and their unborn children too. There is a link between the health of a mother's gums, and her unborn baby's overall health.